

Customer Service Representative

X-Nav Technologies, LLC

1555 Bustard Rd, Ste 75

Lansdale, PA 19446

www.X-NavTech.com



855-475-9628

info@X-NavTech.com

Responsibilities/Expectations:

- Assisting the Customer Service Leader with daily tasks such as:
 - Scheduling / Coordinating customer installation and trainings within US and Canada, which includes managing the schedule for the Clinical Training Staff
 - Processing customer orders, including tracking and following up with customer orders and processing customer consumable invoices.
 - Maintaining customer information in various company Data Systems
- Coordinating and tracking international shipments with contracted distributors.
- Processing On-Line orders.
- Answering Inbound Customer Service calls.
- Interact with the operations department to ensure orders are processed with the correct level of urgency pursuant to the customer's need.
- Follow standard processes to ensure proper compliance to the X-Nav Technologies Quality Management System (QMS).

Skills:

- Highly developed communication skills (verbal, written & presentation)
- Strong customer interaction skills.
- Strong computer skills.
- Knowledgeable in Excel and Word.
- Strong collaborator who can work effectively with others, with the ability to work independently and proactively when necessary.

Experience/Qualifications:

- High School Diploma or equivalent.
- At least 2 years of experience within a customer communications position.
- Previous dental/medical industry experience is a plus.

Position open immediately. Please submit resume and qualifications to info@X-NavTech.com or call 1-855-475-9628 for more information.